From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; Tee Jane Teh; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read
Date: Thursday, May 30, 2024 9:18:40 AM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Cpl. Best,

Thank you for your continued diligence on SMPD's Flock deployment. I know it's no small task what you're doing, and trust that it is already paying dividends not just for your community, but for Flock communities nationwide. I wanted to take this opportunity to share an update on our efforts to improve the results in Santa Maria.

Our Hardware Engineering team spent time this past week behind the scenes making some real changes that, by our observation, have driven meaningful improvement in nighttime footage. In a number of instances, the issue is simple (albeit a little embarrassing). For some of the devices performing less than ideally at nighttime, the root cause is that the technician put the camera too close under the solar panel. Simply put, the impact here is that it confuses the camera and it struggles to differentiate appropriately between night and day.

What we're doing about it: We are sending a field service bulletin out to technicians nationwide reminding them to put the cameras as far from the panel as possible

We are going to proactively replace a handful of devices that are not performing as well as we would like; you can expect to see those in upcoming status update emails. Some visits are scheduled for Monday.

Visits scheduled for Monday:

- 004 SB Blosser (south of Donovan)
- 116 WB Betteravia (east of Broadway-Lane 1 and 2)

Cameras still under review; adjustments in progress; visits likely to come for many:

- 002 NB Broadway (north of Preisker)
- #06 NB McClelland (north of Inger)(HA)
- #07 EB Inger (east of Broadway)(HA)
- #13 WB Chapel (east of McClelland)(HA)
- 014 WB Main (east of Depot)
- #15 WB Williams (west of Broadway)(HA)
- 016 EB Main (west of Bradley)
- 018 EB Stowell (east of College)
- 028 SB Broadway (south of Orange)
- 030 SB Broadway (south of Carmen-Lane 2 and 3)
- 036 NB Depot (south of Battles)
- 043 EB Cook (west of Railroad)
- 092 SB Broadway (north of Santa Maria Way)
- 101 SB Panther (north of Alcala)
- 109 SB Suey (south of Jones facing southeast)

There are a few cameras where tree trimming around them would improve the results:

- #06 NB McClelland (north of Inger)(HA)
- 047 EB Donovan (east of western)
- 049 EB Donovan (west of Pepperwood)
- 057 EB Main (west of Town Center East)
- 102 WB Taylor (west of Broadway)

Are you able to help get those taken care of these tree trims?

In discussing with our Hardware Engineering leadership, they are extremely thankful for the effort you put into testing their work. If you're up for it, as you did with 086 SB Bradley (north of Hancock) today, we'd love for you to put the network to the test again.

While we don't claim it's going to be perfect, we do think you'll notice a marked improvement. Plus, it would be helpful for our Hardware Engineering team to see the true improvement these changes have yielded. I'll be sure to have them dig into 086 now.

One other thing: the numbering/order of cameras has become a bit unwieldy and it's high time to update those. Do you want to tell us how you'd like for them to be numbered/named? Or can we do it ourselves with no rhyme or reason to the numerical order?

I want to reiterate that the findings you have shared have helped us improve nationwide, not only in your corner of the country, and thank you again for our partnership and for all that you've done (and continue to do!) to help push us forward.

Thank you and talk soon,
Adam

Adam Rabinowitz
Head of Customer Experience
Flock Safety
404-890-0971

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/30/2024, 9:58 AM
To: support@flocksafety.com
Cc: brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

Thank you very much!

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 30, 2024 6:53 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

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Thanks for the update Cpl. Best. Frustrating but helpful. We have been doing a ton of work behind the scenes this week on your fleet of devices, and you can expect a more in-depth email coming soon!

Stay tuned,
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/30/2024, 9:07 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: Cam 086 "SB Bradley (north of Hancock)" still fail to read

Flock Safety Support,

Camera “086 SB Bradley (north of Hancock)” has been having problems reading plates at night.

You serviced the camera yesterday 05-29-24.

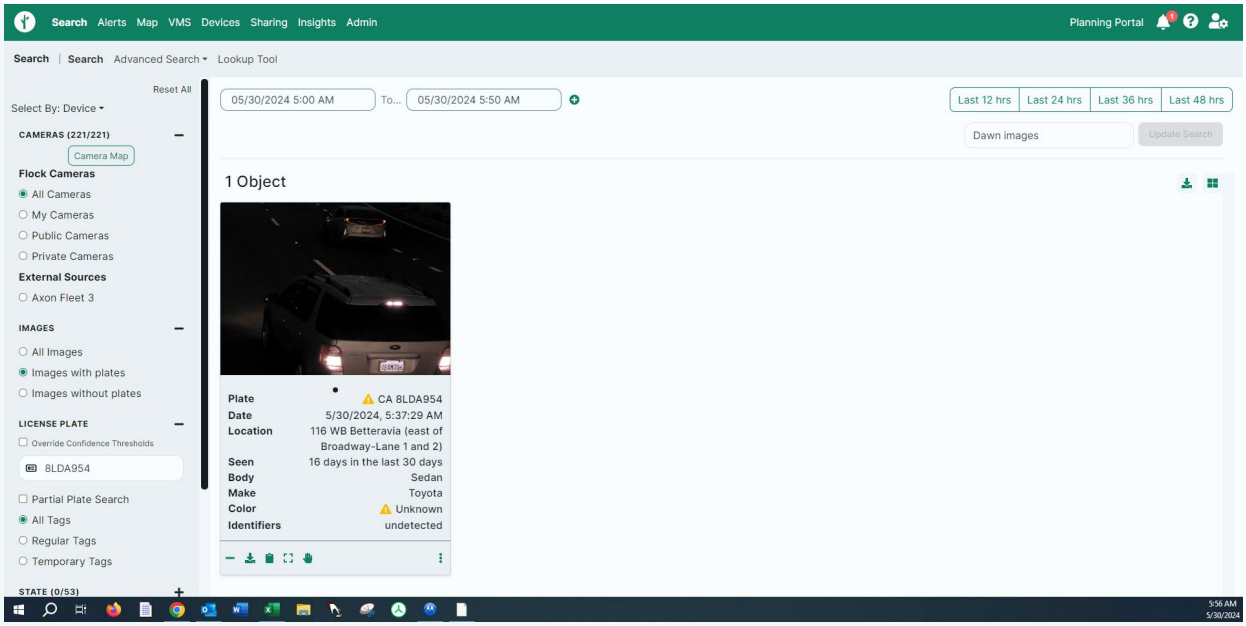
This morning (dawn…not really dark at all), I drove past the camera at 05:35:15 Hrs. in the #1 lane and the camera failed to record my plate (or my vehicle).

It DID record the pickup truck which was in the #2 lane behind me about 100 yards (about 2 seconds later).

Attached is the documentation.

Please continue to work on this camera.

Thank you.



Corporal Stephen L. Best

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From: Flock Safety Daily Digest <digest@flocksafety.com>
Sent: Thursday, May 30, 2024 4:38 AM
To: sanfordriggs@hasbarco.org; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Shane Armstrong <sarmstrong@cityofsantamaria.org>; Sara Peet <speet@cityofsantamaria.org>; Terry Flaa <tflaa@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: Upcoming Deployment Activity for CA - Santa Maria PD

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Flock Safety

PLANNING PORTAL

Daily Flock Deployment Status

CA - Santa Maria PD

Overview

157 Total Locations

98% complete!

2	0	0	155
Planning	Permitting	Installing	LIVE

View in Planning Portal

Happening today

Thursday, May 30, 2024

Nothing on the agenda today!

Take a look at the upcoming week.

In the next week

May 31 - 6, 2024

004 SB Blosser (south of Donovan)	Maintenance	Jun 3, 2024
116 WB Betteravia (east of Broadway...	Maintenance	Jun 3, 2024

View in the next week

Completed yesterday

Wednesday, May 29, 2024

086 SB Bradley (north of Hancock)	Maintenance	May 29, 2024

View completed yesterday

Scheduling changes

Still on schedule!

Any recent changes to your work schedule will show here.

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thread::1HULQcc1IUGPXPztE9m_5w4::

To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.